

SC DMH Client Advocacy Report August 2018

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	8	72
Harris	6	63
Morris Village	3	20
Hall	3	11
Tucker	1	3
BPH-Forensics	10	125
Mental Health Centers	41	314
Total	72	608

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy Information, Referral & Other Assistance¹	52	436
	11	77

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	37	21	49	10	107
2) Admission & Discharge	31	21	19	9	71
3) Information & Advocacy	5	21	3	4	29
4) Physical Environment	11	19	4	5	34
5) Inpatient Rights	56	41	2	9	99
6) Personal Property & Money	17	25	22	5	64
7) Confidentiality & Consent	7	3	30	5	40
8) Treatment	29	14	215	38	258
9) Other Rights Issues	6	6	48	6	60
Total⁵	199	171	392	91	762

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: BPH-Adult, Harris, Morris Village, Tucker & Hall.

³ Forensics: BPH-forensics (Correct Care & Crafts Farrow Campus).

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force	4	2	1		7
b. Excessive Restraint, Seclusion & PRNs	5				5
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	22	12	45	8	79
e. Neglect	6	7	3	2	16
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	24	9		5	33
b. Community Placement (where)	5	5	1	2	11
c. Periodic Court Review					
d. Questions, Education & Other	2	7	18	2	27
3) Information & Advocacy					
a. Access to Advocacy	2	8	2	2	12
b. Access to Legal Resources	3	11		2	14
c. Questions, Education & Other		2	1		3
4) Physical Environment					
a. Food Quality & Quantity	2	4		1	6
b. Linens, Clothes & Toiletries	3	10	1	3	14
c. Disrepair of Physical Plant	5	4	3	1	12
d. Cleanliness of Facilities	1	1			2
5) Inpatient Rights					
a. Privacy	2	1			3
b. Safety	3	3		1	6
c. Freedom, Privileges & Fairness	29	13	2	3	44
d. Communication	8	12		3	20
e. Health Care	14	12		2	26
6) Personal Property & Money					
a. Property	4	18		2	22
b. Money, Entitlements, Rep. Payee	7	4	3	1	14
c. Billing Issues	4		18	2	22
d. Other Non-DMH Issues	2	3	1		6
7) Confidentiality & Consent					
a. Access to Records & Information	3	3	19	3	25
b. Breach of Confidentiality	3		7	2	10
c. Issues of Consent, Confidentiality, etc.	1		4		5
8) Treatment					
a. Eligibility for Services	4	1	38	4	43
b. Accessibility to Staff & Treatment	5	3	83	15	91
c. Individualized, Client-Driven	16	10	90	18	116
d. Right to Refuse Treatment	4		4	1	8
9) Other Rights Issues					
a. Work, Compensation & Education		1	1		2
b. Religion			2		2
c. Sexuality, Birth Control, Marriage, etc.		2			2
d. Voting	3	1			4
e. Housing			21	4	21
f. Legal assistance for Non-DMH issues	3	2	24	2	29

